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| Backlog # | User Story # | Backlog Item Description |
|  | As a Reader, I want to access free news items in a newspaper to read so that I can stay informed without a subscription. | Implement functionality to allow readers to access and read free news items without requiring a login or subscription. |
| 2. | As a Reader, I want to sign up to get a subscription to read articles that are available for subscribed members so that I can have full access to the newspaper content. | Develop a secure subscription system that allows readers to create an account and subscribe to access premium content. |
| 3. | As a Reader, I need to sign up to give comments and to submit grievances so that I can interact with the content and provide feedback. | Create a sign-up and authentication process for readers to leave comments and submit grievances, with a backend system for managing and addressing these submissions. |
| 4. | As a Reader, I want to get an acknowledgement immediately and a response within 7 working days to the grievance submitted so that I can ensure my concerns are being addressed. | Implement an automated acknowledgment system and a grievance resolution process that guarantees a response within 7 working days. |
| 5. | As a Reader with a longer subscription, I want to get reward points so that I can receive benefits for my loyalty. | Design and integrate a loyalty program that rewards readers with points based on the length of their subscription. |
| 6. | As a Reader, I want to use the reward points to get deals on products/items advertised in the newspaper so that I can benefit from special offers. | Create a system for readers to redeem reward points for deals on products and items advertised in the newspaper. |